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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/018,959

04/26/2002

Yong-Seok Jeong

08015.0006

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05/07/2007

FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER  
LLP

901 NEW YORK AVENUE, NW  
WASHINGTON, DC 20001-4413

EXAMINER

MUSSELMAN, TIMOTHY A

ART UNIT

PAPER NUMBER

3714

MAIL DATE

DELIVERY MODE

05/07/2007

PAPER

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

<b>Office Action Summary</b>	Application No. 10/018,959	Applicant(s) JEONG, YONG-SEOK	
	Examiner Timothy Musselman	Art Unit 3714	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 7/10/2006.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-37 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-37 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. § 119**

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \* c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

**Attachment(s)**

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)          | 4) <input type="checkbox"/> Interview Summary (PTO-413)           |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____                                      |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)          | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____  | 6) <input type="checkbox"/> Other: _____                          |

**DETAILED ACTION**

**Status of Claims**

In response to the correspondence filed on 7/10/2006, claims 1-37 are pending.

**Claim Rejections - 35 USC § 102**

The following is a quotation of the relevant portion of 35 U.S.C. 102 that forms the basis for the rejections made in this section of the office action;

(e) the invention was described in — (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent.

**Claims 1, 3, 5, 7, 9, 11, 13, 15, 17, 19, 21, 23, and 25-37 are rejected under 35 U.S.C. 102(e) as being anticipated by Galdes et al. (6,177,932).**

[1] Regarding claims 1,9,17,25-31, 34, and 37, Galdes discloses a method and apparatus for providing information to a user through a network connected system. See col. 1: 54-67 and fig.1. Galdes further discloses wherein the system is executed on a storage device coupled to a processor [Claims 28-30]. See col. 2: 47-54. Galdes further discloses receiving a query from a user and generating a corresponding identification code [Claims 1,9,17,25-31, 34, 37]. See col. 4: 54-64, and note that the opened case is analogous to an identification code as applicant claims, because it contains the details of the users help query (i.e. the case information generated and sent to the system *corresponds* to the query). Galdes further discloses wherein the query is sent and the identification code is generated by the user selecting a link on at least one web page [Claims 31 and 34]. See col. 4: 41-64. Galdes further discloses wherein said query is received from said user by a service-providing server and an identification code is generated

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at said service/contents providing server corresponding with said query [Claims 17, 27, and 30-31, 34]. See col. 4: 54-56 and col. 3: 4-35. Galdes further discloses transmitting said identification code to a counseling server, where said counseling server determines a counselor using said identification code [Claims 1,9,17,25-31, 34-37]. See col. 4: 54-64 and col. 3: 30-35. Galdes further discloses creating a counseling chat room in which said user and said counselor are able to engage in interactive counseling [Claims 1,9,17,25-31, 34-37]. See col. 8: 51 – col. 9: 3. Galdes further discloses wherein said identification code includes at least query contents identification (aka category information as per claims 32 and 34) [Claims 1,9,17,25-30, 32-34]. See col. 4: 54-64.

[2] Regarding claims 7, 15, and 23, Galdes further discloses wherein said counseling room is a cyber space in which said user and said counselor are able to engage in interactive counseling by using said query and said identification code in real time. See col. 3: 24-29 and col. 4: 54-64.

[3] Regarding claims 3, 11, and 19, Galdes further discloses wherein the identification code includes the service-providing server's information as a domain name (URL). See col. 6: 23-29. Note that since the web-tracks (i.e. URL's) are used up to the point of submitting the query, the web-tracks would thus include the page on which the query was submitted, because the user *must* access that page *prior to* submitting the query.

[4] Regarding claims 5, 13, and 21, Galdes further discloses wherein a user's location information is a user's connection control information. See col. 3: 36-47.

### ***Claim Rejections - 35 USC § 103***

The following is a quotation of the relevant portion of 35 U.S.C. 103 that forms the basis for the rejections made in this section of the office action;

- (a) A patent may not be obtained though the invention is not identically disclosed or

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described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains.

**Claims 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, and 24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Galdes et al. (US 6,177,932) in view of Szlam et al. (US 5,594,791).**

[5] Regarding claims 2, 10, and 18, Galdes discloses wherein the identification contains any information that improves the interaction between the customer and the system (col. 4: 54-64), but fails to teach wherein the identification explicitly includes language information. However, Szlam discloses a method and system for matching customers seeking help with appropriate agents, wherein language is a factor in matching the best agent. See col. 7: 26-44. In light of this teaching of Szlam, it would have been obvious to one of ordinary skill in the art at the time of the invention to utilize language as a parameter in the identification code of Galdes, so as to allow for effective communication between the parties. Additionally, note that since the language would be chosen in the query process, the correspondence of the language to the query would be automatic.

[6] Regarding claims 4, 12, and 20, Galdes further discloses wherein said query-contents identification is a category that said query belongs to among a plurality of query contents categories. See col. 5: 54-61. Note that searching through a tree (for the query) implies multiple categories. Galdes fails to teach wherein the categories are labeled with numbers. However, Szlam teaches of using numbers to categorize items. See col. 15: 37-41. It would have been obvious to one of ordinary skill in the art at the time of the invention to utilize the numeric categorization of Szlam in the system of Galdes, in order to provide simple category designators.

[7] Regarding claims 6, 14, and 22, Galdes further discloses wherein said step of determining a counselor using said identification code is the step of determining a counselor using the query-contents

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identification, but fails to teach wherein said identification includes language information. However, this is an obvious variation of Galdes in view of Szlam for the identical reasons and motivations set forth with respect to claims 2, 10, and 18 above.

[8] Regarding claims 8, 16, and 24, Galdes discloses wherein said counseling room is a chat room, where said chat room corresponds with said query. See col. 3: 24-29 and col. 4: 54-64. Galdes fails to teach of providing advertisement in the chat room. However, Szlam teaches of providing advertisements within a customer service setting. It would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the advertisements of Szlam into the system of Galdes, in order to provide additional revenue to recover operating costs.

### ***Pertinent Prior Art***

Sullivan et al. (US 6,999,990) – networked based interactive customer service, wherein agent is selected based upon relevant skills.

### ***Response to Arguments***

Applicant's arguments with respect to all claims have been fully considered, but are moot in view of the new grounds of rejection. This action is NON\_FINAL.

### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Timothy Musselman whose telephone number is (571)272-1814. The examiner can normally be reached on Mon-Thu 6:00AM - 4:30PM.


If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Robert Pezzuto, can be reached at (571)272-6996. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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KATHLEEN MOSSER  
PRIMARY EXAMINER